FAU Libraries

2012-2017 Strategic Plan Progress Report

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**Explanation of the Progress Report**

The following report is a compilation of information reported by the various responsible departments, units, and campus libraries within the FAU Libraries about progress made towards accomplishing the goals, objectives, and strategies in the 2012-2017 FAU Libraries Strategic Plan.

At the end of each strategy, information about progress made is reported and a determination about the current status of the strategy is given (e.g. “completed,” “partially completed,” “ongoing,” and “pending”). A “completed” status indicates that the strategy for a particular objective has been accomplished while “partially completed” indicates that there is still some action that needs to be taken. “Ongoing” as a status means that assessment is continuous and “pending” indicates that the strategy has not yet been implemented.

The monitoring and reporting of progress made as far as the 2012-2017 FAU Libraries Strategic Plan is critical to ensure that the Libraries’ outcomes are being met and that continuous improvement is being made. This progress report will also serve as the foundation for developing future goals, objectives, and strategies, and outcomes that are measurable.
**Introduction**

The Florida Atlantic University (FAU) Libraries 2012-2017 Strategic Plan is designed to be a road map for assessment and to promote an environment of continuous feedback and improvement. The seven goals of this Strategic Plan contain elements from all four University goals which are: Goal I (Enrich the educational experience), Goal II (Inspire research, scholarship and creative activity), Goal III (Increase FAU’s community engagement) and Goal IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Accountability and compliance have become ever more critical as funding for universities, including libraries, continues to decrease. It is, therefore, increasingly important to provide a structure for evaluating progress on a continuous basis within the FAU Libraries. The feedback from both internal and external constituents provides a valuable means for making improvements within the FAU Libraries and for refining the current Strategic Plan periodically to ensure that it continues to be relevant.

The seven goals included in this FAU Libraries 2012-2017 Strategic Plan are informed by the following six overarching FAU Libraries’ priorities.

1. Improve, enhance and ensure appropriateness of library collections by continuously engaging faculty in the collection development process, employing established library methodologies and being vigilant to the ever-changing needs of the University;
2. Support the information needs and the advancement of research by providing appropriate access to resources to faculty, students and researchers;
3. Instruct faculty, students and staff in the use of the library and its resources through various informal and formal methods and to promote student success through information literacy and life-long learning;
4. Highlight FAU Libraries’ commitment to community engagement by increasing the visibility of its distinctive collections and providing diverse, high-quality, educational and cultural experiences for faculty, students, staff and surrounding communities;
5. Provide education and training in the use of continuously updated technological improvements;
6. Provide a safe and comfortable physical environment for users that maximizes the utilization of current facilities and fosters research, scholarship and creative activities.

Most of the Libraries’ goals and activities are continuous and ongoing. Accordingly, this Strategic Plan, while based on these overarching goals of the Libraries, emphasizes current areas where active assessment is taking place.
LIST OF ACRONYMS

ADA – Americans with Disabilities Act
CCLA - College Center for Library Automation
COOP - University’s Continuity of Cooperation
FCLA - Florida Center for Library Automation
FLVC - Florida Virtual Campus
GOBI - Global Online Bibliographic Information
HBOI - Harbor Branch Oceanographic Institute
ILL – interlibrary loan
JCBA - Jaffe Center for Book Arts
OIT – Office of Information Technology
PDA - Patron Driven Acquisitions
RSA – Recorded Sound Archives
SEFLIN - Southeast Florida Library Information Network
STEM - Science, Technology, Engineering, Mathematics
Goal I: Collections

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

Select, acquire, manage, preserve and provide access to FAU Libraries’ collections, which support the diverse information needs of the FAU community.

Objective A: Improve strategies for engaging faculty in collection development decisions.

Outcome: Communication between library selectors and teaching faculty will become more efficient and effective, especially as they relate to book/e-book purchases and Global Online Bibliographic Information (GOBI) notifications.

Strategy A.1: Conduct a survey to promote the use of the GOBI collection development service, to help determine how faculty representatives would like to participate in collection development and to discover ways to improve communication between library selectors and faculty.

Baseline: An exploratory survey was sent to all Jupiter faculty members in FY2011/2012.
Tool: Faculty survey
Target Outcome: Faculty representatives will be more aware of the GOBI service and ways they wish to receive information regarding how collection development will be identified.
Campus: Jupiter
Target Date: 2013-2015
Accountable Department or Unit: Jupiter Campus Library, Assessment and Strategic Planning

Status: Completed the assessment for the GOBI faculty survey and decided to use the results, despite the smaller than expected number of responses.

Objective B: Improve FAU Libraries’ collections by using state of the art technology and other means.

Outcome: FAU Libraries’ collections will use evolving technologies and other means to better meet the educational needs of faculty.

Strategy B.1: Work with the State University System Patron Driven Acquisitions (PDA) Implementation Team to gather information and set up future plans for analyzing the usage and effectiveness of e-books. The Libraries will participate in the PDA project along with other State University Libraries after the appropriate subject areas are chosen by the PDA Selection Team and the project is implemented statewide.

Baseline: No assessment on usage of e-books has been conducted at this time.
Tool: Usage statistics will be provided by the vendor.
Target Outcome: FAU Librarians will use the PDA project to assist them in making e-book selections in areas that are heavily used by students and faculty.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: Collection Development

Status: Ongoing. The FAU Libraries receive a monthly report from Coutts Information Services which details usage and purchases of e-books that have been acquired through the State University System’s Shared PDA plan between August 2013 and May 2014. FAU librarians have reviewed the subject areas of the purchased titles to get a sense of what patrons’ areas of interests are statewide, and to assist in making local e-book selections for FAU. Coutts has not provided information on which institutions have triggered individual e-book purchases. The project is ongoing and will continue until the funds have been expended.

Strategy B.2: Work with the Florida Virtual Campus (FLVC) to review the electronic resource needs of the State of Florida university and college libraries, and make recommendations on behalf of FAU to develop a state funded electronic resources collection.

Baseline: The Florida Center for Library Automation (FCLA) funded a collection of electronic resources shared among the state universities; one third of the FAU Library electronic resources subscriptions were funded by FCLA. The College Center for Library Automation (CCLA) funded a shared collection supporting the state colleges. As of July 1, 2012 FCLA and CCLA ceased to exist and the Florida Virtual Campus (FLVC) was formed as the successor organization and will oversee centralized purchasing of a shared college and university libraries collection.

Tool: Usage statistics will be provided by the vendor. The Electronic Resources Unit will also review current FAU curriculum and FTE enrollment.

Target Outcome: To aid in the development of a state-funded collection that supports the curriculum of FAU and reduces its expenditure on selected shared databases.

Campus: Boca Raton
Target Date: 2013-2014, depending on decisions of FLVC
Accountable Department or Unit: Electronic Resources
Supporting Department or Unit: Collection Development

Status: Partially completed. The following progress was made towards meeting the “Target Outcome:”

• Distributed the FAU Libraries Subscribed Databases Survey to faculty to gauge interest in FLVC funded resources.
• On behalf of the FLVC Collections/E-Resources Licensing Task Force, completed the Statewide E-resources survey regarding FAU’s resource priorities. (FY 2012-13)
• Contributed to discussion regarding the future of the FLVC shared collection by attending a state university library (SUL) in-person meeting. (FY 2013-14)

Strategy B.3: Develop a model for prioritizing and selecting journals, which support the College of Medicine and is based on local research, curriculum needs and national best practice metrics.
Baseline: FAU has an historical and current medical journal collection largely developed as a result of state level collaborative agreements.

Tools: Information will be gathered using the following three methods: (1) a citation analysis of the last 5 years of published research in the College of Medicine (2) utilization of the B.S. Shearer et al 20091 core journal list for a new medical school, and (3) a comparison of FAU holdings with the two state universities of closest size and curriculum focus.

Target Outcome: The FAU Libraries’ medical journal collection will become more focused to better support the new medical school curriculum and FAU Science, Technology, Engineering, Mathematics (STEM) research goals within the college.

Campus: Boca Raton
Target Date: 2012-2013
Accountable Department or Unit: Medical and Health Sciences Collections and User Services
Supporting Department or Unit: Assessment and Strategic Planning

Status: Ongoing. All three information gathering methods were utilized to build the current FAU Libraries’ medical journal collection. Progress has been made in developing the FAU Libraries’ medical journal collection to become more focused to better support the new medical school curriculum and FAU Science, Technology, Engineering, Mathematics (STEM) research goals within the college.

Objective C: Enhance Harbor Branch Oceanographic Institute (HBOI) library collections to support new University initiatives and signature themes.

Outcome: HBOI library collections will address the changing teaching, research and service needs of HBOI faculty, researchers, and students.

Strategy C.1: Nursing books from the Treasure Coast Campus Library will be redistributed and reprocessed to the HBOI Library.

Baseline: There is no collection for nursing students and faculty at the present time.
Tool: Record the number of appropriate nursing books incorporated into the HBOI Library collection.
Target Outcome: The HBOI Library will establish a collection of nursing books.
Campus: Harbor Branch
Target Date: The books will be processed in Technical Services and added to ALEPH, the FAU Libraries’ information management system, for circulation by August 2013. They will be reorganized and shelved for student and faculty use by September, 2013.
Accountable Department or Unit: Technical Services, Access Services, HBOI Library.

Status: Completed with an “Ongoing Objective.” Nursing books from the Treasure Coast Campus Library were relocated and re-cataloged for the HBOI Campus to establish a base collection of nursing materials for nursing students and faculty at Harbor Branch. Nursing books (110 titles), CD-ROMS (6), and 1 serial Reference title were relocated, reprocessed and re-cataloged by Library Technical Services. The nursing collection was accessible for students and faculty use in September of 2013 at the start of the Fall Semester. Ongoing Objective: Nursing faculty and students collaborate with the HBOI Librarian to keep the Nursing collection current and relevant to the HBOI and FAU Nursing programs and curricula.

Strategy C.2: Improve the HBOI marine science book collection using the collection development model that was created as a result of the HBOI Library peer comparison analysis.

Baseline: Existing marine science book collection at the HBOI Library.
Tool: Number of books added to the marine science collections based on the HBOI Library peer comparison analysis model.
Target Outcome: The HBOI Library’s marine science collection will improve both quantitatively and qualitatively.
Campus: Harbor Branch
Target Date: 2012-2014
Accountable Department or Unit: Technical Services, HBOI Library

Status: Completed for “Target Date,” but ongoing. The marine science book collection at the HBOI Library has been steadily increasing in access and usage through the cataloging and processing efforts of Technical Services cataloging staff. The collection increased by 4,536 titles cataloged, processed and linked for patron use in the FAU Libraries’ management system in 2012-13, and the addition of 3,426 titles in 2013-14.

The peer comparison analysis report has been further expanded to address new programs and curricula, new faculty specialties, the revised HBOI Strategic Plan and trends in marine and coastal sciences. The HBOI Library budget for 2013-2014 was reduced to $7,000.00 for collection development. Although in 2012-2014 acquisitions have been limited to faculty requests, the HBOI library added 171 new titles, totaling $16,000.00. New program and curricula needs will be addressed in the 2014-2015 operating budget.

Strategy C.3: Assess satisfaction and usage of marine science books and journals at the HBOI Library.

Baseline: No survey has been conducted to date.
Tool: Survey sent to HBOI Research Council to measure satisfaction and use.
Target Outcome: Baseline of satisfaction by HBOI faculty, researchers, and students with the collection of marine science books and journals will be ascertained.
Campus: Harbor Branch
Target Date: 2012-2014
Accountable Department or Unit: HBOI Library, Assessment and Strategic Planning
**Status:** Ongoing. A user survey is sent annually to all HBOI faculty and researchers requesting their review of the HBOI journal list for additions, deletions or approval of the current list. In 2013, several faculty suggested new journals, and as a result, two new journals were added. Another survey requested faculty recommendations for books or e-book resources. A detailed spreadsheet documents their requests and the resulting purchases.

Students and faculty noted that they had difficulty finding technical reports and books located at the HBOI Library. To address this need, all technical reports with HBOI author copyright were digitized and added to FAU Libraries Digital Collections. HBOI books, grey literature, and all other collections were cataloged and added to the FAU libraries catalog. This merger allows all campuses to access and use the HBOI collections.

**Objective D:** Enhance management of the FAU Libraries’ collections through increased knowledge of national and international standards for both print and electronic resources.

**Outcome:** Cataloging staff will be competent in cataloging and metadata standards and local best practices.

**Strategy D.1:** All cataloging staff will learn about the new RDA *(Resource Description & Access)* standard, a replacement to the 30+ year-old AACR2 *( Anglo American Cataloging Rules)* and RDA cataloging will be integrated into the responsibilities of each cataloging staff member.

- **Baseline:** Cataloging staff have knowledge of cataloging tools and sources of bibliographic records and how to use them including bibliographic utilities and Aleph.
- **Tools:** Implement an in-house training program that develops knowledge of RDA cataloging; provide opportunities for hands-on training; knowledge will be enhanced through participation in a variety of workshops and webinars. Designated staff will have expertise in RDA.
- **Target Outcome:** Well-trained staff will be able to move easily between cataloging in AACR2 and RDA.
- **Campus:** Boca Raton
- **Target Date:** 2013-2014
- **Accountable Department or Unit:** Technical Services Department and appropriate supporting units

**Goal II: Services**

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

**Support the information needs of the Libraries’ users and the advancement of research by facilitating ease of access to the Libraries’ resources in a user-centered environment.**

**Objective A:** Incorporate emerging digital technologies to offer enhanced access to the Libraries’ resources across various forms.
**Outcome:** Interactive and social tools will be incorporated into the Libraries’ website to improve access to library resources.

**Strategy A.1:** Increase mobile use of library resources.

- **Baseline:** Statistics for mobile device use in FY 2011-2012 will be used. The FAU Libraries is currently participating in a Southeast Florida Library Information Network (SEFLIN) grant opportunity for Novare Library Services to create mobile-optimized website templates for the Boca Raton and partner campus libraries. The mobile-optimized website will be accessible via FAU Mobile, the University mobile application through Blackboard Mobile.
- **Tool:** Usage statistics from Google Analytics or other sources will be collected and analyzed.
- **Target Outcome:** There will be an increase of 10% in mobile use of library resources annually.
- **Campus:** All campus Libraries
- **Target Date:** Ongoing
- **Accountable Department or Unit:** Reference and Instructional Services
- **Supporting Department or Unit:** Library Systems, Electronic Resources

**Status:** Ongoing. A task force worked on design of the mobile website and it went live in August 2013. Usage data have not yet been collected and analyzed at this time. It is suggested that the accountable and supporting departments be switched.

**Strategy A.2:** Promote the use of library collections through the use of QR codes.

- **Baseline:** There are currently no statistics for the use of QR codes.
- **Tool:** Record and analyze usage statistics for QR codes for a period of two academic years.
- **Target Outcome:** Baseline of QR code usage will be established.
- **Campus:** Jupiter
- **Target Date:** 2013-2014 and 2014-2015
- **Accountable Department or Unit:** Jupiter Campus Library
- **Supporting Department or Unit:** Library Systems, Electronic Resources, Assessment and Strategic Planning

**Status:** Partially completed. The two-year collection of data on QR code/site visits is on schedule. Data will be collected again in December. However, one of the flaws of this method is that we cannot demonstrate a link between QR use and LibGuide or web site visits. I think we can, however, describe relative increase and decrease of visits before and after the physical placement of the QR signs.

**Objective B:** Develop and enhance the Libraries’ interlibrary loan (ILL) services to support the research, scholarship, and creative activities of faculty and students.

**Outcome:** Results from the survey will be used to assess current policies and guide any future changes.

**Strategy B.1:** Assess faculty and student user satisfaction with ILL services.
**Baseline:** LibSat customer satisfaction survey by Counting Opinions results for 2009, 2010, and 2011, as far as satisfaction with ILL services, will be used as a point of comparison.

**Tool:** Create a brief survey to assess satisfaction with ILL services that will be linked to the LibSat survey with a “trigger” question.

**Target Outcome:** 80% of survey respondents will be very satisfied with ILL services.

**Campus:** All campus libraries

**Target Date:** 2013-2014

**Accountable Department or Unit:** Assessment and Strategic Planning

**Supporting Department or Unit:** ILL Department, Assistant Dean of Public Services

**Status:** Pending. Some initial progress was made in looking at an ILL survey conducted at BYU as a possible model. It is recommended that the “Target Date” for the ILL survey be changed to 2014-2015.

**Objective C:** Provide and support ease of access to the collections through the Libraries’ online catalog, website, electronic resources, digital collections, and Web scale discovery service, Summon (aka SearchWiSE).

**Outcome:** The majority of the Libraries’ collections will be easily and widely available to all FAU faculty and students at all locations.

**Strategy C.1:** Assess library users’ ease of access to the Libraries’ collections using the current Web scale discovery service, Summon.

- **Baseline:** Information collected from LibSat comments, results of mini-survey, and research reported in the library literature will be used.
- **Tool:** Standalone online survey.
- **Target Outcome:** 80% of respondents will indicate that SearchWiSE is easy to use.
- **Campus:** All campus Libraries
- **Target Date:** 2012, 2013
- **Accountable Department or Unit:** Electronic Resources
- **Supporting Department or Unit:** Assessment and Strategic Planning, Library Systems

**Status:** Partially completed. There were not enough respondents to make an assessment of the Summon Web scale discovery service. In light of the legislative mandate for the Florida Virtual Campus to provide a single statewide discovery tool, either the strategy needs to be revised, or the assessment tool needs to be revised.

Participated in the FLVC Discovery Tool Task Force charged with evaluation of the discovery tools in use across FLVC and available in the marketplace and creation of a recommendation for a shared, statewide internet-based catalog and discovery tool. (FY 2012-13, 2013-14)

**Strategy C.2:** Increase available content of FAU Digital Library collections. The FAU Digital Library collects and digitizes content held in FAU Libraries Special Collections and Archives, scholarly output
contributed by FAU researchers, students, and faculty, and content in collaboration with external partners.

**Baseline:** The baseline equals the number of items in FAU’s digital collections which for FY2011-2012 is 10,353.

**Tool:** Annual data will be collected and measured for an increase in collection content.

**Target Outcome:** A 5% increase in digital repository content is projected annually.

**Campus:** Boca Raton

**Target Date:** Ongoing

**Accountable Department or Unit:** Digital Library

**Supporting Department or Unit:** Collection Development

**Status:** Ongoing. Data Collected: FY2012-2013 item count equaled 12,556 representing a 21.28% increase in the annual digital repository content collected. Data Collected: FY2013-2014 item count equals 12,983 representing a 3.4% increase in the annual digital repository content collected.*

Average annual projection of 5% growth in content collected is being exceeded.

**Accountable Department Comment:**

The FAU Digital Library is currently migrating content from one digital asset management software platform (DigiTool by Ex Libris) to an open-source platform (Islandora) and as a result of this yearlong transition staff have not been uploading digital content to the old platform and have instead been scanning and developing content to be loaded into the new platform. Migration is occurring with support from Florida Virtual Campus (Digital Services), our statewide consortia managing library automation for the state university and college libraries. As of June 1, 2014, FAU Digital Library will begin actively loading content into the new system. This resumed loading of online content will likely result in a big annual increase in content collected for 2014-2015 and helps explain the low 3.4% increase for 2013-2014.

**Strategy C.3:** Maintain 24/7 access to FAU Libraries’ electronic journal subscriptions.

**Baseline:** The Technical Services Serials Unit plays a proactive role in ensuring ongoing effective access for discovery and retrieval by implementing a strategy, along with policies and procedures, for ongoing maintenance by checking the links to electronic journal subscriptions according to a scheduled date determined by the Serials Unit.

**Tools:** Information will be gathered using the following methods: (1) Keep statistics about electronic journal subscriptions link checking that is conducted according to a scheduled date, and (2) count the number of electronic journal subscriptions that are checked by the scheduled date and the number that are checked after the scheduled date.

**Target Outcome:** All FAU Libraries’ electronic journal subscriptions will be checked for access by a scheduled date and reported to the publisher for lack of access, if needed.

**Campus:** Boca Raton

**Target Date:** 2013-2017

**Accountable Department or Unit:** Technical Services Department and appropriate supporting units
**Objective D:** Develop HBOI as an additional FAU Libraries location to support the teaching, research, and service needs of faculty, students, and researchers.

**Outcome:** HBOI Library services and resources will be appropriate to support the University’s teaching, research, and service needs for that campus.

**Strategy D.1:** Assess needs of HBOI faculty, researchers, and students to determine the appropriateness of services and resources that support new disciplines and research initiatives.

- **Baseline:** Results of informal email survey of faculty and researchers conducted in 2010-2011 were inconclusive.
- **Tool:** Online or email needs assessment survey
- **Target Outcome:** Baseline will be created to determine user satisfaction with the HBOI services and collections in support of new disciplines.
- **Campus:** Harbor Branch
- **Target Date:** 2013, 2014
- **Accountable Department or Unit:** HBOI Library
- **Supporting Department or Unit:** Assessment and Strategic Planning

**Status:** Completed, but recommended that assessment be ongoing. HBOI students, researchers, and faculty were asked to complete two online surveys about user satisfaction of services and resources. Informal surveying was conducted through librarians participating in HBOI committees, focus groups, and departmental meetings with students and faculty. Results showed a need for more PC workstations, statistical software programs (e.g. SPSS), study rooms, quiet areas with longer hours of access, instruction and customized instruction.

The HBOI Library responded to the results by adding new PC workstations, laptops, and more statistical software programs. In addition, new study areas for quiet and group study and increased student and faculty access to the Library instruction room and videoconferencing capabilities were initiated. Access to resources was expanded to the current hours of 8am-midnight with OWL card access. A 3M self–check machine was installed to increase resource access. Additional hours and locations for library instruction were implemented along with more customized instruction for Nursing, Semester by the Sea, and the Summer Intern program. Additional services and instructional venues are planned in response to patron requests.

**Strategy D.2:** Increase contacts with departments and groups for the purpose of providing additional resources and services in support of new disciplines or research initiatives.

- **Baseline:** Needs identified in surveys, both formal and informal.
- **Tool:** Record and analyze the number of formal and informal contacts with departments and groups.
- **Target Outcome:** Communication will be increased.
- **Campus:** Harbor Branch
- **Target Date:** Ongoing
Accountable Department or Unit: HBOI Library
Supporting Department or Unit: Assessment and Strategic Planning

Status: Ongoing. The HBOI Research Council consists of faculty and researchers that meet once a month to discuss current projects and funding, strategic plans, and program initiatives and through this group the HBOI Library has been able to share current activities and issues of importance and to seek faculty input on current or proposed services. The Library Director met with HBOI administrative personnel and Dean Miller to refine the projects incorporated from these discussions and meetings and to decide the best method of contact and approach. Specific themes were addressed by meeting with department faculty and staff and by participating in several strategic planning committees. Minutes of these meetings are formalized, reviewed, and kept on the HBOI common drive for referral.

Objective E: Expand the use of Internet, formal and informal communications with academic departments, and other methods to promote the Libraries' Special Collections.

Outcome: There will be an increase in the usage of Special Collections by faculty and student (both graduate and undergraduate) researchers.

Strategy E.1: Promote awareness and increase usage of the Libraries' Special Collections.

Tool: Collect and analyze usage statistics for a five year period.
Target Outcome: Usage of Special Collections will increase on average 5% per year.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: Special Collections
Supporting Department or Unit: Assessment and Strategic Planning

Status: Ongoing. Since 2011-2012, Special Collections department has increased the number of tours, instruction sessions, and exhibits. To increase awareness of Special Collections, the department has created online exhibits, updated webpages*, an online brochure, hosted several lectures with curated exhibits. From 2012-2014, the department has served 663 students, faculty members, and outside researchers.

*Special Collections is unable to give accurate statistics for page views from Google Analytics as the reports also include statistics for the Jaffe Center for Book Arts, Records Sound Archives, and Shelf to Stage.

Goal III: Instruction

This Library Goal includes elements from University Goals I (Enrich the educational experience) and II (Inspire research, scholarship and creative activity).

Promote scholarly inquiry, lifelong learning, and student success through the FAU Libraries’ Information Literacy Program with an emphasis on evaluation of students’ needs, satisfaction, and
learning outcomes, and the development of collaborations to enable curriculum integration and immersion and community engagement.

**Objective A:** Evaluate and increase students’ understanding about information literacy and how to effectively use the library when searching for information.

**Outcome:** The FAU library staff will become better informed about the student’s knowledge of information literacy and be able to address skills that students do not understand.

**Strategy A.1:** Assess information literacy skills of ENC 1102: College Writing 2 students to establish a baseline for future improvement and to identify problem areas in a student’s understanding of basic concepts.

- **Baseline:** There is no baseline at this time.
- **Tool:** A post-test will be administered to students in ENC 1102 classes after a library session to determine their understanding of basic library concepts.
- **Target Outcome:** A baseline for students’ understanding of basic library concepts will be established and any problems areas will be identified.
- **Campus:** Boca Raton
- **Target Date:** 2013
- **Accountable Department or Unit:** Assessment and Strategic Planning
- **Supporting Department or Unit:** Reference and Instructional Services

**Status:** Pending. An ENC 1102 study was conducted in 2010, but due to problems with the study it was determined that a new baseline be established, which has not yet been done, so a revised “Target Date” will need to be given pending a discussion with the new Coordinator of Instruction. An attempt was made to identify problem areas in a student’s understanding of basic concepts using a short survey administered to SLS and other classes, but the results were deemed inconclusive by the Assessment Librarian.

**Objective B:** Support the research needs of distance learners and other library users through online instructional materials.

**Outcome:** Online instructional materials will be appropriate to meet the research needs of distance learners and other library users.

**Strategy B.1:** Assess the needs of distance learners to identify existing and potential forms of outreach.

- **Baseline:** Some services are in place, such as online tutorials and LibGuides (library research guide).
- **Tool:** Conduct a needs assessment survey of distance learners, through LibSat.
- **Target Outcome:** Distance learners will be satisfied with the instructional materials developed specifically for their support in using the Libraries’ website.
- **Campus:** All campus Libraries
- **Target Date:** 2013-2014
Accountable Department or Unit: Reference and Instructional Services, Assessment and Strategic Planning
Supporting Department or Unit: Library Systems

**Status:** Pending. LibSat has not yet been used to assess the research needs of distance learners and other library users. Multiple tutorials and webcasts suitable for supporting distance learners have been created, as well as a LibGuide for distance learners. Working groups are currently evaluating Google Hangout as a platform for online reference consultations, and Screencast-O-Matic as a possible tool for streamlining the tutorial creation process.

**Strategy B.2:** Assess the satisfaction and usability of LibGuides to meet the research needs of undergraduate and graduate students, including distance learners.

- **Baseline:** There is no baseline at this time.
- **Tool:** Embed a link to a user survey for each LibGuide. Aggregate responses from all the LibGuides and analyze them.
- **Target Outcome:** Establish a baseline.
- **Campus:** All campus Libraries
- **Target Date:** 2013-2014
- **Accountable Department or Unit:** Reference and Instructional Services
- **Supporting Department or Unit:** Assessment and Strategic Planning

**Status:** Partially completed. An online survey was embedded into all LibGuides and recently ended in May 2014 after being up for more than two semesters. Analysis is pending.

**Objective C:** Build inter-departmental campus collaborations aimed at integrating information literacy into the curriculum through targeted programs and embedded librarianship and seek out community partnerships.

**Outcome:** More inter-departmental campus collaborations will be established to integrate information literacy into the curriculum and community partnerships.

**Strategy C.1:** Provide an overall integrated library presence to Blackboard users.

- **Baseline:** Some course reserves and other links to FAU Libraries’ electronic resources have already been incorporated into Blackboard.
- **Tool:** Creation of a consistent library link for all Blackboard users in collaboration with Office of Information Technology (OIT).
- **Target Outcome:** 100% of Blackboard users will have access to a tab link to library instructional resources within two years.
- **Campus:** Boca Raton
- **Target Date:** 2012-2014
- **Accountable Department or Unit:** Reference and Instructional Services
- **Supporting Department or Unit:** Library Systems
**Status:** Completed. A working group was formed to integrate library resources into Blackboard. A tab highlighting key library resources was designed, with different views for students, faculty and librarians. The library tab provides access to library resources to 100% of Blackboard users.

**Strategy C.2:** Provide more library instructional opportunities in the HBOI Library and throughout the HBOI site through collaborative efforts with HBOI departments, units or individuals.

**Baseline:** Statistics from previous annual reports on library instruction.
**Tool:** Collect and record statistics on types of library instructional sessions conducted (e.g. orientation) monthly and annually, specifically collaborative efforts.
**Target Outcome:** There will be an increase of 5% annually in the number and types of library instructional sessions conducted through collaborative efforts with HBOI departments, units or individuals.
**Campus:** Harbor Branch
**Target Date:** Ongoing
**Accountable Department or Unit:** HBOI Library
**Supporting Department or Unit:** Assessment and Strategic Planning

**Status:** Ongoing. The HBOI Librarians coordinated with administration and several departments to assure that all new faculty, staff, and students received a personal or group tour and Orientation to the HBOI Library and its services.

**Collaborative instructional efforts:**

**Marine Science Students 2012-2014:**
*Semester by the Sea and Summer Intern Library Orientations: 140 Students or 100 percent.*
- 2012-2013: Instruction was offered to individuals or small groups studying in the library.
- 2014: Formalized information literacy instruction with one hour classes was offered.

**Marine Science Graduate Student and Post-Doc Orientations and Instruction 2012-2014:**
- 2012-2014 All students have HBOI Library Orientations. Baseline: 100 percent.
- Currently, customized Instruction is on an individual basis. No formal classes.
- Proposed for Sept., 2014 *Master’s Degree in Marine and Coastal Science*. Information literacy instruction is planned for all courses with resources embedded as a library tab in Blackboard.

**College of Nursing orientations and instruction 2012-2014.**

HBOI nursing students are introduced to the FAU Libraries’ resources through College of Nursing /Library collaborative orientations, curriculum-designed LibGuides, and instructional brochures and videos. Full-time library staff offer classroom instruction for classes originating at HBOI. Documentation is noted in the HBOI Library’s Annual Activities Report.

**Strategy C.3:** Initiate instructional collaborations at HBOI with FAU academic units and community organizations such as Marine & Oceanographic Academy (MOA) and the St. Lucie School System.

**Baseline:** Although, there are collaborative educational projects at the present time, the HBOI Library does not participate, so there is no baseline.
**Tool:** Collect and record number of synergistic instructional collaborations to create a baseline between the HBOI Library and the HBOI educational outreach program and community organizations such as MOA and the St. Lucie School System.  
**Campus:** Harbor Branch  
**Target outcome:** HBOI Library will initiate an information literacy program of community outreach in collaboration with the HBOI Education Department.  
**Target Date:** 2013-2014  
**Accountable Department or Unit:** HBOI Library

**Status:** Pending. Due to unexpected personnel reductions, external or community educational collaborations could not be realized in the current fiscal year. I am hoping that a second Librarian will be added so that this strategy can be initiated in the 2014-2015 fiscal year.

**Strategy C.4:** Work in collaboration with classroom instructors to have “roving librarians” provide instruction on library resources for a specified period of time to enhance the concept of embedded librarianship.

**Baseline:** Preliminary sessions were conducted with classes from the School of Nursing.  
**Tool:** Record the number and informally survey professors before and after each “roving librarian” session conducted for targeted classes.  
**Target Outcome:** There will be an increase in the number of “roving” librarian sessions and informal data about each instructor’s expectations and satisfaction will be collected.  
**Campus:** Boca Raton  
**Target Date:** Ongoing  
**Accountable Department or Unit:** Reference and Instructional Services  
**Supporting Department or Unit:** Assessment and Strategic Planning

**Status:** Ongoing. In Fall 2013 a pilot project was launched to provide embedded librarian services for four Honors sections of SLS 1501. In August 2013, Reference Librarians staffed a table in the lobby of the College of Nursing, and provided a presentation at the Passport to Student Success event. In spring 2014, on-site librarian services were begun at the Palm Beach State College’s Boca Raton campus, which is served by the FAU Library.

**Note:** It is suggested that the term “roving” be replaced by embedded.

**Objective D:** Increase the Libraries’ role in assisting students to acquire the research skills needed for their career success.

**Outcome:** The Reference and Instructional Services Department will be able to identify the research skills that students need for career success and how the Libraries can help students in acquiring these skills through library instruction.

**Strategy D.1:** Evaluate the needs and perceptions of administrators, faculty, and students regarding the Libraries’ contributions in terms of helping students to acquire the research skills needed for career success through library instruction.
Baseline: Results of interviews conducted with the College of Business administrators and faculty and student surveys in the spring 2012 will be used.

Tool: Conduct interviews with College administrators and faculty, and survey students regarding the Libraries’ contributions as far as helping students to acquire the research skills needed for career success through library instruction.

Target Outcome: 80% of administrators, faculty, and students will be satisfied with the Libraries’ contributions, as far as instruction, in helping students to acquire the research skills needed for career success.

Campus: Boca Raton

Target Date: 2012-2013

Accountable Department or Unit: Assessment and Strategic Planning

Supporting Department or Unit: Reference and Instructional Services

Status: Partially completed. Two focus groups, one for faculty and one for students, were completed during summer 2013. LibGuides on careers, Student Learning Outcomes and on Creating Effective Library Assignments have been created. Strategy may need to be revised pending discussion with new Instruction Coordinator.

Goal IV: Meeting Community Needs

This Library Goal includes elements from University Goals II (Inspire research, scholarship and creative activity) and III (Increase FAU’s community engagement).

Drawing upon its collections and resources, FAU Libraries will enhance educational and cultural experiences for its students, faculty, staff and its surrounding communities through presentations, workshops, exhibitions, concerts, lectures, and interactive internet applications; FAU Libraries will strive to increase internal partnerships with academic units and external partnerships with other community educational and/or non-profit organizations/institutions/libraries.

Objective A: FAU Libraries will utilize its collections and resources to create presentations, exhibitions, concerts, lectures, workshops and internet applications which provide and enhance educational /cultural experiences for the community.

Outcome: FAU students, faculty, staff and residents of surrounding communities will increasingly view FAU Libraries as a relevant and diverse educational and cultural resource.

Strategy A.1: Create presentations, exhibitions, concerts, workshops and lectures for specific and diverse audiences on a variety of topics.

Baseline: Annual reports.

Tool: Collect and analyze statistics to ensure diversity of presentations.

Target outcome: Activities presented will provide enhanced educational and cultural experiences to diverse audiences.

Campus: Boca Raton

Target Date: Ongoing.

Accountable Department or Unit: Communications, Cultural Affairs, and Donor Relations
Status: Ongoing. In 2013-14 fiscal year the Libraries presented/facilitated an increased number of diverse educational and cultural programs/presentations on and off campus including the annual Kultur Festival which was well attended. We are making good progress towards fulfilling this goal.

Strategy A.2: Evaluate community/audience satisfaction in regards to library events as an aid for future relevant planning.

Baseline: Event attendance statistics.
Tool: Exit surveys and attendance statistics.
Target outcome: 80% of survey respondents will be satisfied and events will be well attended.
Campus: Boca Raton
Target Date: 2013-2014.
Accountable Department or Unit: CCADR and appropriate supporting departments

Status: Partially completed, since exit surveys of the March 2014 Kultur Festival events and KCO main event concert were conducted, but responses need to be input, analyzed and reported. Will administer exit surveys at the June 2014 Spirit of America Festival events and main event concert.

Objective B: FAU Libraries will support efforts to share the unique and distinctive work of such Library enterprises as the “Shelf to Stage” music initiative, the Recorded Sound Archives (RSA), and the Jaffe Center for the Book Arts with the wider community.

Outcome: FAU Libraries’ distinctive enterprises, such as the “Shelf to Stage” music initiative, RSA and the Jaffe Center for the Book Arts, will share its work with FAU students, faculty and the wider community by both providing innovative educational/cultural activities and creating internet access to unique digitized materials.

Strategy B.1: Increase public availability and use of FAU Library’s RSA by expanding website content and improving access.

Baseline: The RSA at FAU Libraries public website (www.fau.edu/jsa) is available internationally via the internet. Modern smart phones and i-pads cannot access the site. The website is the largest online collection of Judaic music in the world (15,000 music tracks).
Tool: Content analysis of RSA website.
Target Outcome: The RSA public website will be expanded to include FAU Libraries’ newly digitized collections such as: Jazz, Early Americana (1900-1923), and Vintage Children’s Music. RSA website will become compatible with mobile devices.
Campus: Boca Raton
Target Date: 2015
Accountable Department or Unit: RSA

Status: Partially completed. Progress as of 5/27/14: The RSA is ahead of schedule for meeting this goal. A new website has been created which will go into beta-testing on June 11, 2014. A full launch is currently scheduled for 8/4/14.
**Strategy B.2:** Expand the collection of “Shelf to Stage” transformative arrangements and orchestrations created from original historic sheet music in the FAU Libraries’ Print Music Collection and provide internet access to them.

**Baseline:** Fifty-five “Shelf to Stage” arrangements are currently available on the FAU Libraries’ website at [http://www.library.fau.edu/depts/spc/shelftostage/fullscores.php](http://www.library.fau.edu/depts/spc/shelftostage/fullscores.php).

**Tool:** Record the number of “Shelf to Stage” pieces created annually.

**Target Outcome:** There will be an increase of 5% annually in the number of “Shelf to Stage” pieces added to the website.

**Campus:** Boca Raton

**Target Date:** 2015

**Accountable Department or Unit:** Music Performance and Education

**Status:** Partially completed. We are making good progress towards fulfilling our goal of expanding our collection of “Shelf to Stage” pieces and providing Internet access to them, as follows:

- 31 new scores added (1500+ pages of music) to Look & Listen from “2nd Avenue Jazz’n Jive” and “American Jewish New Year” programs
- KCO YouTube links were added to 44 of the 89 Look & Listen scores
- MPE websites were integrated with Shelf to Stage and KCO websites
- 22 new musical arrangements/orchestrations created for March 2014 JubanoJazz! Concert

Also, as another way of expanding the collection of “Shelf to Stage” transformative arrangements and orchestrations, the following competition was organized:

- **2014 Inaugural KCO Composition Competition**
  - Approximately 100 colleges/universities, professional and music organizations contacted
  - Three winners awarded; prize money totaled $1,800, sponsored by Jewish Cultural Society

**Strategy B.3:** Showcase the work of the Jaffe Center for Book Arts (JCBA) by creating new and innovative educational/cultural experiences for FAU and the wider community.

**Baseline:** JCBA currently offers exhibitions, workshops, film screenings, gallery talks, and other relevant programs related to the book arts and a general expansion of creativity.

**Tool:** Record statistics on events and attendees at each event, especially as it relates to new and innovative educational/cultural experiences.

**Target Outcome:** A wider audience will be drawn to JCBA as a result of focusing on creative programming, with equal attention on FAU students and the general public.

**Campus:** Boca Raton
Target Date: 2015
Accountable Department or Unit: JCBA

Status: Pending. 2015 is a landmark year for the Jaffe Center for Book Arts, as it marks the fifteenth anniversary of the opening of the Jaffe Collection at FAU Libraries. We plan to take advantage of this milestone with public programming that celebrates the 15-year history of the center and looks ahead to its future. Plans include revivals of three popular JCBA exhibitions (“Elephant House, or The Home of Edward Gorey”; “Wanderlust: The Artists’ Books of John Eric Broaddus”; and “Silents: Novels in Pictures”), as well as an exhibition (yet to be determined) about the future of JCBA. We will use these exhibitions as inspiration for programs that will most likely include gallery talks, workshops, and screenings of book arts related films.

Objective C: Expand formal collaborations with FAU academic units and seek out community partnerships.

Outcome: FAU Libraries will increase its participation as a cultural and educational partner with FAU academic units and community organizations.

Strategy C.1: Seek out appropriate synergistic opportunities with FAU academic units and community organizations when planning events.

Baseline: Annual reports.
Tool: Collect and record information on synergistic collaborations.
Target outcome: FAU Libraries’ collaborations with FAU academic units and community organizations will increase.
Campus: Boca Raton
Target Date: Ongoing.
Accountable Department or Unit: CCADR and appropriate supporting departments

Status: Ongoing. In 2013-14 fiscal year collaborative event partnerships were done with FAU academic units and community organizations including: College of Arts & Letters (multiple departments), Student Government, Lifelong Learning Society, University Club, and Jewish Cultural Society.

Goal V: Building a State of the Art Information Technology Environment

This Library Goal is related to University Goal IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Continually seek out ways to improve the technology available to the Libraries’ staff and users. Create an environment of education and training for staff and users on new technologies.

Objective A: Continually update the Libraries’ technological resources and communicate changes to the Libraries’ staff and users.

Outcome: The Libraries’ technology will meet the needs of the faculty, students, and staff.
**Strategy A.1:** Provide current Americans with Disabilities (ADA) software and hardware to support students with disabilities and assess satisfaction of students who use the Assistive Technology workstations at the Jupiter Campus Library.

**Baseline:** ADA software was upgraded through a funded FY 2009-2010 technology fee proposal and additional hardware, software, and physical accommodations requests were submitted in a spring 2012 technology fee proposal, which was approved by the Technology Fee Oversight Committee in May 2012. A small number of students currently use Jupiter’s ADA equipment on a regular basis, but there is no satisfaction baseline.

**Tool:** Research national standards and new technologies in collaboration with FAU Diversity Student Services and conduct a brief survey to assess satisfaction with students of assistive equipment.

**Target Outcome:** Specialized hardware/software will be kept up-to-date and 80% of survey respondents will indicate that they are satisfied with using the assistive technology station.

**Campus:** Jupiter

**Target Date:** 2013-2014

**Accountable Department or Unit:** Jupiter Campus Library, Assessment and Strategic Planning

**Supporting Department or Unit:** Library Systems

**Status:** Partially completed. We are running into a surfeit of data. We had only one user last year, and he stated satisfaction with the ADA/Assistive equipment and software. I’d suggest abandoning this assessment for this year. Recommend that “Target Date” be revised.

**Strategy A.2:** Evaluate public computers and software to determine if the technology is meeting research, teaching, and study needs, and as appropriate, in collaboration with other departments.

**Baseline:** Statistics from FY 2011-2012 and LibSat survey results.

**Tool:** Survey equipment and technology, and research industry standards. Informally assess needs of faculty and students and implement technology projects and proposals to improve software, equipment, and facilities.

**Target Outcome:** The technology found in the Libraries will meet the industry standards and the research, teaching, and study needs of faculty, students, and staff.

**Campus:** Boca Raton, Harbor Branch, Jupiter

**Target Date:** Ongoing

**Accountable Department or Unit:** Library Systems, HBOI Library, Jupiter Campus Library

**Supporting Department or Unit:** Access Services

**Status:** Ongoing. Public computers and software are evaluated on an ongoing basis to meet industry standards and to meet current and future research, teaching and study needs of faculty, students and staff.

**Strategy A.3:** Assess and meet the technology needs of the Library faculty and staff and respond to new needs in a timely manner.
Baseline: The Systems Department is currently meeting the hardware and software needs of library faculty and staff.

Tool: Informal and formal communication will identify needs regarding new and developing hardware and software.

Target Outcome: The Library Systems Department will customize new software to provide a more efficient workflow for the FAU Libraries faculty and staff.

Campus: All campus libraries

Target Date: Ongoing

Accountable Department or Unit: Library Systems and appropriate supporting departments

Status: Ongoing. The Systems Department continues to customize software to provide a more efficient workflow for the FAU Libraries faculty and staff. This includes using open source software such as WordPress and Drupal and creating custom scripts and databases such as the Electronic Collections database search, a password manager, a survey manager, a FileMaker Pro database application, and a mailing list application that allows library departments to streamline their email communication. The Systems Department also collaborates with the Recorded Sound Archives (RSA) in the development of Web applications to streamline their music archives. Software updates to both staff and public PCs has become a more efficient process as the Systems Department began actively pushing out software updates remotely through System Center Configuration Manager. The FAU Libraries Emerging Technologies Committee was restructured and includes a new Internal Emerging Technologies Subcommittee with the charge to investigate and evaluate emerging technologies that would potentially enhance efficiency and work productivity of library staff.

Objective B: Provide training and support to all Library staff on new and emerging technologies. Educate users on how to use the Libraries’ technical equipment.

Outcome: The Library Systems Department program for training the Library faculty and staff on how to assist the end user will be expanded.

Strategy B.1: Provide informative and easy to understand documentation and training that will be created by Library Systems to assist the Library faculty and staff in gaining proficiency in using public equipment, training the public, and resolving basic issues.

Baseline: The Library staff has received targeted IT training in the past.

Tool: Number of IT “help” sessions will be recorded and new “help” LibGuides will be created.

Target Outcome: Systems will create IT “help” LibGuides and offer training sessions such as informal brown bag sessions, one-on-one training, informational email updates, and the sharing of IT information at library meetings.

Campus: All campus libraries

Target Date: Ongoing

Accountable Department or Unit: Library Systems

Supporting Department or Unit: Public Services

Status: Ongoing. An IT “help” LibGuide will be completed for the Access Services Department this summer (2014). Four informal brown bag information sessions were provided by the Systems Department for library staff regarding local backups, Windows updates, and best practices on how to avoid malware and phishing. A brown bag information session on the server backup process is
currently being planned for library staff. One-on-one training, informational email updates, and the sharing of IT information at library meetings has been ongoing.

Goal VI: Facilities

This Library Goal is related to University Goals II (Inspire research, scholarship and creative activity) and IV (Leverage momentum toward achieving FAU’s strategic goals by being good stewards of its human, technological, physical and financial resources).

Create a safe, comfortable physical environment for users and maximize the utilization of facilities to promote study, research, creative activity and collaboration.

Objective A: The Libraries will provide a safe environment for staff and users.

Outcome: The Library staff will understand current policies and know how to react in an emergency situation.

Strategy A.1: Ensure that the FAU Libraries’ policies and guidelines for disaster preparedness are in line with and support the University’s Continuity of Cooperation (COOP) Plan.

Baseline: Use current policies/guidelines of FAU Libraries and University's COOP Plan for disaster preparedness.
Tool: Revise and update library policies to be sure that they are appropriate and in line with and support the University's COOP Plan.
Target Outcome: Library policies/guidelines will be revised to support the University’s COOP Plan and submitted to the Dean of Libraries for approval and made available to all staff.
Campus: All campus Libraries
Target Date: 2013
Accountable Department or Unit: Technical Services, Library Administration
Supporting Department or Unit: Access Services

Status: Partially completed. The Libraries’ COOP and ERP plans were updated in April 2014, and were distributed to all library departments and peer campus libraries. A subsequent Task Group on Active Shooters in the Library incorporated COOP and ERP guidelines in the library facilities planning and disaster preparation documentation. The Libraries’ existing Hurricane Preparedness document is currently (May 2014) being reviewed and updated by each department. Recommend that the “Target Outcome” be revised to omit the following: “A disaster preparedness plan for water intrusion will be initiated with Muentes/Belfor.”

Strategy A.2: Develop and implement an informational session and LibGuide about disaster preparedness for the Libraries’ staff.

Baseline: Use revised policies of FAU Libraries and University’s COOP Plan.
Tool: Library staff will be informed about disaster preparedness procedures through an
information session such as an informal brown bag session and LibGuide.

**Target Outcome:** Staff will be knowledgeable and understand about current library and University’s COOP Plan for disaster preparedness and will be prepared to respond appropriately to any emergency.

**Campus:** All campus libraries
**Target Date:** 2013-2014
**Accountable Department or Unit:** Library Administration, Technical Services, Reference and Instructional Services
**Supporting Department or Unit:** Access Services

**Status:** Pending. The department has not been contacted regarding preparing a LibGuide for this purpose. It is suggested that the accountable and supporting departments be switched.

**Strategy A3:** Develop a preparedness plan for the FAU Libraries that would ensure the safety of library staff and users in the event of an “active shooter.”

**Baseline:** Use the University Police “Active Shooter/Hostile Intruder Procedures” and adapt them for the Library.
**Tool:** Develop a preparedness plan for the Library in the event of an “active shooter” in line with the University Police “Active Shooter/Hostile Intruder Procedures."
**Target Outcome:** Library staff will be informed about the “active shooter” project and about preparedness procedures through a formal information session conducted by the University Police and an informal session conducted by the Library’s Active Shooters Working Group.

**Campus:** Boca Raton
**Target Date:** Ongoing
**Accountable Department or Unit:** Access Services
**Supporting Department or Unit:** Library Administration

**Objective B:** Ensure a comfortable physical environment conducive for study, research, creative activity and collaboration.

**Outcome:** Adequate quiet study areas, individual and group work spaces and the appropriate equipment and furnishings will be provided to meet the needs of students.

**Strategy B.1:** Assess the existing quiet areas and study spaces to meet the changing needs of students in the Wimberly Library.

**Baseline:** Use LibSat survey results to provide student feedback.
**Tool:** Informal observations regarding student space utilization will be conducted and an evaluation of the Wimberly Library’s designated quiet individual study areas and noisy group study spaces will be requested from the appropriate University offices.
**Target Outcome:** The quiet areas and study spaces will be allocated more efficiently in the Wimberly Library to meet the study and research needs of students.
**Campus:** Boca Raton
**Target Date:** Ongoing
**Accountable Department or Unit:** Access Services, Assessment and Strategic Planning
**Supporting Department or Unit:** Library Administration, Library Systems

**Status:** Ongoing, some informal observations regarding student space utilization and evaluations of Wimberly Library’s designated quiet individual study areas and other study spaces have been conducted.

**Strategy B.2:** Assess student needs regarding equipment, furnishings and seating in the Wimberly Library.

**Baseline:** Access Services does a seating inventory annually. Use results from previous LibSat surveys and other surveys.

**Tool:** Assess student needs about appropriate equipment, furnishings and seating for the Wimberly Library by conducting a brief survey.

**Target Outcome:** The equipment, furnishings and seating will be allocated appropriately in the Wimberly Library.

**Campus:** Boca Raton

**Target Date:** 2013-2014

**Accountable Department or Unit:** Assessment and Strategic Planning

**Supporting Department or Unit:** Access Services

**Status:** Partially completed, a Media Center Electronic Equipment satisfaction survey was conducted and the responses were analyzed and reported.

**Strategy B.3:** Increase and improve the study areas in the HBOI Library and access.

**Baseline:** There is no baseline.

**Tool:** Informal meetings with faculty, administrators and students will be conducted to determine appropriate collaborative study areas and access to the latest technology.

**Target Outcome:** Information will be gathered to make appropriate decisions about collaborative study areas and the latest technology.

**Campus:** Harbor Branch

**Target Date:** Ongoing

**Accountable Department or Unit:** HBOI Library

**Supporting Department or Unit:** HBOI IT and Library Systems (Boca Raton)

**Status:** Ongoing. In 2012, the HBOI Library Director met with the HBOI Architect to convert an underutilized library workroom into a collaborative study area for students, faculty and staff. Collaborative study workstations, videoconferencing equipment, tables and chairs were purchased or reallocated from the Treasure Coast Campus to create a multi-purpose study area with intercampus and Internet videoconferencing capabilities. As per students’ requests, additional study areas were opened, including “quiet” and group study areas. The computer instruction lab was opened for student presentation practice or group study. All study areas and the main Library workstations are now open access with OWL card activation to the Link building and the HBOI library. Additional
statistical software was added to these work areas per faculty and student requests and a second Library outreach area with updated computer workstations and a Bookscan was installed in the Johnson Education Building by FAU Libraries.

Goal VII: Increasing FAU Libraries Visibility

This Library Goal includes elements from University Goals II (Inspire research, scholarship and creative activity) and III (Increase FAU’s community engagement).

FAU Libraries will produce timely media materials and distribute to local, regional, national, international print and Internet outlets and internal media channels to expand its visibility as a significant dynamic resource for cultural enrichment and academic research opportunities. FAU Libraries’ multifaceted creative community engagement activities and prominent repository of distinctive collections such as: Recorded Sound Archives, Marvin and Sybil Weiner Spirit of America Collection, Jaffe Center for Book Arts, and Klezmer Company Orchestra will be promoted and publicized.

Objective A: Encourage increased print and internet media coverage of the Libraries’ distinctive collections, activities and research opportunities by providing timely and relevant information to appropriate media markets.

Outcome: FAU Libraries will become known as an active and significant educational and cultural resource with multifaceted creative programming and a prominent repository for distinctive collections.

Strategy A.1: Expand distribution of targeted media materials for local, regional and national print and online media markets.

Baseline: Annual reports.
Tool: Collect and record analysis of external coverage regarding FAU Libraries.
Target outcome: Targeted media materials will be created and distributed to local, regional, national and international print and online outlets resulting in expanded media coverage.
Campus: Boca Raton
Target Date: Ongoing
Accountable Department or Unit: CCADR and appropriate supporting departments

Status: Ongoing. In 2013-14 fiscal year the Libraries experienced an increase in feature news stories in local, regional and national press and in online media resulting in greater visibility outside the FAU community. These stories included coverage featuring the Libraries’ distinctive collections, outreach programming, staff achievements and human interest stories.

Strategy A.2: Expand distribution of publicity and marketing materials to FAU on-campus media outlets.

Baseline: Annual reports.
Tool: Collect and record number of publicity materials for FAU on-campus media outlets.
Target outcome: Publicity materials will be distributed for FAU on-campus media outlets.
Campus: Boca Raton
**Target Date:** Ongoing  
**Accountable Department or Unit:** CCADR and appropriate supporting departments

**Status:** Ongoing. In 2013-14 fiscal year FAU Libraries’ stories and events were distributed to a growing list of on-campus media outlets and social media resulting in greater visibility within the FAU community.

**Objective B:** Increase scholarly research through enhanced internet access to specialized digital collections at FAU Libraries.

**Outcome:** FAU Libraries will enhance its reputation as a resource for scholarly research by expanding access to its digitized online collections.

**Strategy B.1:** Develop a secure scholarly online resource that will provide scholarly access to unique and copyrighted materials in the RSA at FAU Libraries.

**Baseline:** The RSA public website (www.fau.edu/jsa) reaches almost a thousand users per day around the world and provides listening rights to over 15,000 song tracks. Only recordings in the public domain and those with express written consent from the copyrights holder can be included on the public website.  
**Tool:** Google analytics for a newly developed password protected RSA Scholar’s Research Station.  
**Target Outcome:** Password-protected access will be secured to digitized copyrighted materials for scholarly research and will be made available to all FAU students and faculty through network computers and EZ-Proxy. Scholars throughout the USA and around the world will become aware of the extent of FAU Libraries’ extensive digitized collection of recorded sound and the possibility of internet listening privileges for research and other scholarly purposes.  
**Campus:** Boca Raton  
**Target Date:** 2016  
**Accountable Department or Unit:** RSA

**Status:** Partially completed. Progress as of 5/27/14: The RSA is ahead of schedule for meeting this goal. The newly developed RSA Research Station can provide access to anyone with an FAU username and password. It is fully accessible on mobile devices. It will go into beta-testing on June 11, 2014. A wider launch is currently scheduled for 8/4/14. Additional content is currently being added. Several ideas to make the RSA Research Station uniquely interactive are in the process of being developed.

**Strategy B.2:** HBOI Library will create a website linked to [http://www.fau.edu/hboi/](http://www.fau.edu/hboi/) which will highlight HBOI Library’s digitized scholarly resources and provide access to them.

**Baseline:** There is currently no HBOI Library link from the HBOI home page.  
**Tool:** Google Analytics for new HBOI Library website.  
**Target Outcome:** HBOI Library, in conjunction with FAU Digital Library and HBOI’s Office of Information Technology, will have created an HBOI Library website linked to HBOI’s home page which will permit access to digitized collections of lectures and scientific publications.  
**Campus:** Harbor Branch
**Target Date:** 2015  
**Accountable Department or Unit:** HBOI Library and appropriate supporting departments

**Status:** Ongoing. In 2012 the HBOI Librarians sent all HBOI technical reports and publications to the FAU Digital Librarian. All documents with copyright access were digitized and added to the FAU Libraries Digital Collection. This process was continued in 2013 and 2014. The HBOI Digital collection is available on the FAU Libraries website [www.fau.edu/library](http://www.fau.edu/library) and can be retrieved by searching the FAU Library Catalog.

The HBOI Library website is still a work in progress. The HBOI Library Director attended a HBOI web management software training session and has met with the two committees responsible for the new HBOI web site: the HBOI public relations/branding committee and the web development committee. The contents and layout of the HBOI library website is still under discussion. Ongoing Objective for 2014-2015.